Non-attendance of complaints by CPWD service centres

2649. DR. C. NARAYANA REDDY: Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVIATION be pleased to state:

(a) whether it is a fact that complaints lodged in some CPWD Service Centres including the one at Rajya Sabha Awas, INA Colony are not being attended timely due to non-availability of material and skilled staff;

(b) whether the JE/AE posted in such Service Centres ever see the complaints register and monitor the complaints; and

(c) the complaints received and attended during the last three months?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT AND POVERTY ALLEVIATION (SHRI O. RAJAGOPAL): (a) No, Sir. Attempts are made for timely attending of all complaints received at CPWD Service Centres. However, in some cases depending upon the nature of the complaints, contractors have to be called for to get the complaints attended or some special equipment or material may be needed. In such cases there may be some delay in attending to the complaints.

(b) Yes, Sir.The Junior Engineer/Asssitant Engineer personally monitor the complaints and ensure their prompt disposal.

(c) The break-up of complaints received during the last three months at Service Centres in Delhi is as under:—

	Complaints received	Complaints attended
NDZ-I.	45165	45127
NDZ-II	54680	53060
NDZ-III	125193	123729
NDZ-IV	34048	33522
CE(E)-I	46130	46109
CE(E)-II	82113	82044